IN THE CLAIMS:

1. (Previously presented) A method for customer contacting, the method comprising:

providing a system for interaction with a contact, the interaction being selectable between human and computer delivery;

executing an interaction protocol to create an interaction with the contact;

initiating a call to the contact; and

allowing an agent to selectively interleave live responses and recorded scripts, the recorded scripts selected from at least a script menu and an interjection menu.

2. (Original) The method of claim 1, wherein the executing an interaction protocol is done by one of a human agent and a computer script.

3. (Original) The method of claim 1, wherein the recorded script further comprises recorded data for generating a human-sounding voice waveform.

4. (Original) The method of claim 1, wherein the recorded script is selected from computer-generated wave files, audio recordings, and synthesized voice.

5. (Original) The method of claim 1, wherein the recorded script comprises a voice

waveform created independently from the human agent.

6. (Original) The method of claim 5, wherein the voice waveform further comprises an audio track of a voice response recorded by a voice actor.

7. (Cancelled) The method of claim 1, wherein executing an interaction protocol further comprises logging on by an agent.

8. (Original) The method of claim 1, wherein executing an interaction protocol further comprises selecting a contact type.

9. (Original) The method of claim 1, further comprising validating sales information.

10. (Original) The method of claim 9, wherein validating sales information is done by one of a human agent and a computer dialing system.

11. (Original) The method of claim 1, further comprising updating a customer file.

12. (Original) The method of claim 1, further comprising maintaining a history of recorded scripts played.

13. (Original) The method of claim 1, wherein initiating a call is executed by one of a human agent and a computer dialing system.

14. (Original) The method of claim 1, wherein interleaving further comprises listening by the human agent to a response from the contact.

15. (Original) The method of claim 1, wherein interleaving further comprises selecting and presenting content to the contact.

16. (Original) The method of claim 15, wherein interleaving further comprises posing a question following presenting content.

17. (Original) The method of claim 1, wherein interleaving further comprises deciding on intervention.

18. (Original) The method of claim 17, wherein deciding on intervention is done by the human agent.

19. (Cancelled) The method of claim 17, wherein deciding on intervention further comprises selecting between options including at least a live-voice response and a recorded response.

20. (Original) The method of claim 17, wherein deciding on intervention further comprises determining to provide a live-voice response.

21. (Original) The method of claim 17, wherein deciding on intervention further comprises determining to provide a recorded response.

22. (Cancelled) A method for customer contacting, the method comprising:

providing an integrated system for interaction with a contact, the interaction being selectable between human and computer delivery;

initiating a call to a contact;

selecting content for presentation to the contact;

presenting content to the contact;

listening to a response from the contact;

interleaving responses to the contact from a human agent and a recorded script selected by the agent, the recorded script reflecting a voice waveform created independently from the human agent; and

closing the interaction with the contact.

23. (Cancelled) The method of claim 22, wherein presenting content to the contact comprises posing a question to the contact, the question having a finite number of answers.

24. (Cancelled) The method of claim 23, wherein a preselected recorded script is associated with each of said finite number of answers.

25. (Cancelled) The method of claim 24, wherein selectively interleaving further comprises presenting the preselected recorded script associated with the finite number of answers.

26. (Cancelled) The method of claim 22, wherein the recorded script is selected from computer-generated wave files, audio recordings, and synthesized voice.

27. (Cancelled) The method of claim 26, wherein the recorded script further comprises recorded data for generating a human-sounding voice waveform.

28. (Cancelled) The method of claim 27, wherein the voice waveform further comprises an audio track of a voice response recorded by a voice actor.

29. (Cancelled) The method of claim 22, further comprising validating sales information.

30. (Cancelled) The method of claim 29, wherein validating sales information is done by one of a human agent and a computer dialing system.

31. (Cancelled) The method of claim 22, further comprising updating a customer file.

32. (Cancelled) The method of claim 22, further comprising maintaining a history of recorded scripts played.

33. (Cancelled) The method of claim 22, wherein initiating a call is executed by one of a human agent and a computer dialing system.

34. (Cancelled) The method of claim 22, wherein interleaving further comprises deciding on intervention.

35. (Cancelled) The method of claim 34, wherein deciding on intervention is done by a human agent.

36. (Cancelled) The method of claim 35, wherein deciding on intervention further comprises selecting between options including at least a live-voice response and a recorded response.

37. (Cancelled) The method of claim 36, wherein deciding on intervention further comprises determining to provide a live-voice response.

38. (Cancelled) The method of claim 36, wherein deciding on intervention further comprises determining to provide a recorded response.

39. (Withdrawn) A system for customer contacting, the system comprising:

a script module configured to provide recorded voice waveforms to a contact; and

an integration module configured to interface between an agent and the script module, the integrating module being configured to allow selective interjections by the agent.

40. (Withdrawn) The system of claim 39, wherein the script module comprises a script player.

41. (Withdrawn) The system of claim 39, wherein the recorded waveforms are selectively provided by a human agent.

42. (Withdrawn) The system of claim 39, wherein the recorded waveforms are provided by a computer.

43. (Withdrawn) The system of claim 39, wherein the recorded waveforms are selected from computer generated wave files, audio recordings, synthezied voice, and actual voice.

44. (Withdrawn) The system of claim 39, wherein the integration module further comprises an administration module for logging in a user.

45. (Withdrawn) The system of claim 44, wherein the administration module is further configured to provide password protection for the system.

46. (Withdrawn) The system of claim 44, wherein the administration module is further configured to store system preferences.

47. (Withdrawn) The system of claim 39, wherein the integration module further comprises a telephone interface module to facilitate interaction between the system and a telephone system.

48. (Withdrawn) The system of claim 47, wherein the telephone interface module allows a human agent to initiate a call to a contact.

49. (Withdrawn) The system of claim 47, wherein the telephone interface module allows a computer dialer to initiate a call to a contact.

50. (Withdrawn) The system of claim 39, wherein the integration module further comprises mode module for selecting between one of live voice interaction, script interaction,

and interjection interaction with a contact.

51. (Withdrawn) The system of claim 39, wherein the integration module is further configured to select and present content to a contact.

52. (Withdrawn) The system of claim 39, wherein the integration module is further configured to pose a question to a contact.

53. (Withdrawn) The system of claim 39, wherein the interjections are live voice.

54. (Withdrawn) The system of claim 39, wherein the interjections are a recorded voice waveform.

55. (Withdrawn) The system of claim 39, wherein the integration module further comprises a database module for storing and retrieving data.

56. (Withdrawn) The system of claim 55, wherein the database module is configured to update a contact file.

57. (Withdrawn) The system of claim 55, wherein the database module is configured to keep a contact profile.

58. (Withdrawn) The system of claim 55, wherein the database module is configured to keep a history of scripts played by the system.

59. (Withdrawn) The system of claim 39, wherein the integration module further comprises a commercial transaction module for validating contact sales information.

60. (Withdrawn) The system of claim 39, wherein the integration module further comprises a voice transition module for presenting and negotiating between scripted responses selectively played to a contact.

61. (Withdrawn) A system for customer contacting, the system comprising:

an output device for providing audio outputs from an agent;

an input device for receiving audio inputs from a contact;

a player for outputting scripted voice waveforms over a phone line to a contact; and

a signal processor configured to provide a normalized signal selected from the output device and the player.

62. (Withdrawn) The system of claim 61, wherein the signal processor is further configured to substantially match the signal-to-noise ratio of an output thereof, independent from the input thereto.

63. (Withdrawn) The system of claim 61, wherein the player is configured to provide an input to the signal processor effective to render an output therefrom having a signal-to-noise ratio substantially the same as the signal-to-noise ratio of the output device.

64. (Withdrawn) The system of claim 61, wherein the signal processor is configured to normalize a first voice waveform received from the output device and a second voice waveform received from the player.

65. (Withdrawn) The system of claim 61, wherein the normalized signal leaving the signal processor has a bandwidth greater than the bandwidth of the phone line.

66. (Withdrawn) The system of claim 65, wherein the memory device stores a script module, executable on the processor to provide an output having a bandwidth greater than the response bandwidth of a telephone network.

67. (Withdrawn) The system of claim 61, wherein the voice waveforms are recorded at a sampling rate of at least about 20,000.

68. (Withdrawn) The system of claim 67, wherein the voice waveforms are recorded at a sampling rate of at least about 44,000.

69. (Withdrawn) The system of claim 61, wherein the player further comprises a computer having a processor and a memory device.

70. (Withdrawn) The system of claim 61, further comprising a script module configured to provide recorded voice waveforms to a contact.

71. (Withdrawn) The system of claim 61, further comprising an integration module configured to interface between an agent and the script module.

72. (Withdrawn) A system for customer contacting, the system comprising:

an output device for providing audio outputs from an agent;

an input device for receiving audio inputs from a contact;

a player for outputting scripted voice waveforms over a phone line to a contact, the player being configured to provide an input to the signal processor effective to render an output therefrom having a signal-to-noise ratio substantially the same as the signal-to-noise ratio of the output device; and

a signal processor configured to provide a normalized signal selected from the output device and the player, wherein the signal processor is further configured to substantially match the signal-to-noise ratio of an output thereof, independent from the input thereto, and wherein the signal processor is configured to normalize a first voice waveform received from the output

device and a second voice waveform received from the player.

73. (Withdrawn) The system of claim 72, wherein the signal leaving the signal processor has a bandwidth greater than the bandwidth of the phone line.

74. (Withdrawn) The system of claim 73, further comprising a script module configured to provide recorded voice waveforms to a contact.

75. (Withdrawn) The system of claim 74, further comprising an integration module configured to interface between an agent and the script module.

76. (Previously presented) A computer readable medium having stored thereon computer executable instructions for performing a method for contacting a customer, the method comprising:

providing an integrated system for hybridized interaction with a contact, the interaction being selectable between human and computer delivery;

initiating a call to a contact;

executing an interaction protocol to create an interaction with the contact; and

interleaving responses to the contact from a human agent and a recorded voice waveform selected by the agent, the recorded voice waveform selected from at least a scripted response and an interjection.

77. (Original) The computer readable medium of claim 76, wherein the initiating step is executed by one of a human agent and a computer dialing system.

78. (Original) The computer readable medium of claim 76, wherein the executing step is done by one of a human agent and a computer script.

79. (Original) The computer readable medium of claim 76, wherein the recorded script further comprises recorded data effective to control a computer for generating a human-sounding voice waveform.

80. (Original) The computer readable medium of claim 76, wherein the recorded script is selected from computer-generated wave files, audio recordings, and synthesized voice.

81. (Original) The computer readable medium of claim 76, wherein the voice waveform further comprises an audio track of a voice response recorded by a voice actor.

82. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises logging on by an agent.

83. (Original) The computer readable medium of claim 76, wherein executing an

interaction protocol further comprises selecting a contact type.

84. (Previously presented) The computer readable medium of claim 76, wherein interleaving responses to the contact comprises posing a question to the contact, the question having a finite number of answers.

85. (Original) The computer readable medium of claim 84, wherein a preselected recorded script is associated with each of said finite number of answers.

86. (Original) The computer readable medium of claim 85, wherein selectively interleaving further comprises presenting the preselected recorded script associated with said finite number of answers.

87. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises validating sales information.

88. (Original) The computer readable medium of claim 87, wherein validating sales information is done by one of a human agent and a computer dialing system.

89. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises updating a customer file.

90. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises maintaining a history of recorded scripts played.

91. (Original) The computer readable medium of claim 76, wherein executing an interaction protocol further comprises deciding on intervention.

92. (Original) The computer readable medium of claim 91, wherein deciding on intervention is done by the human agent.

93. (Original) The computer readable medium of claim 92, wherein deciding on intervention further comprises selecting between options including at least a live-voice response and a recorded response.

94. (Cancelled) The computer readable medium of claim 93, wherein deciding on intervention further comprises determining to provide a live-voice response.

95. (Cancelled) The computer readable medium of claim 93, wherein deciding on intervention further comprises determining to provide a recorded response.

96. (Previously presented) A method for customer contacting, the method comprising:

providing a system for interaction with a contact, the interaction being selectable between human and computer delivery;

initiating a call to a contact; and

selectively interleaving responses to the contact from a human agent and one or more predetermined answers selected by the agent from a script tree.

97. (Previously presented) The method of claim 96, wherein interleaving responses to the contact comprises posing a question to the contact, the question having a finite number of answers.

98. (Previously presented) The method of claim 97, wherein a preselected recorded script is associated with each of said finite number of answers.

99. (Previously presented) The method of claim 98, wherein selectively interleaving further comprises presenting the preselected recorded script associated with the finite number of answers.

100. (Previously presented) The method of claim 96, wherein the predetermined answers are selected from computer-generated wave files, audio recordings, and synthesized voice.

101. (Previously presented) The method of claim 100, wherein at least one audio

recording comprises a voice response recorded by a voice actor.

102. (Previously presented) The method of claim 96, further comprising validating sales information.

103. (Previously presented) The method of claim 96, further comprising updating a customer file.

104. (Previously presented) The method of claim 96, further comprising maintaining a history of recorded scripts played.

105. (Previously presented) The method of claim 96, wherein interleaving further comprises deciding on intervention.

106. (Previously presented) The method of claim 105, wherein deciding on intervention further comprises selecting between options including at least a live-voice response and a recorded response.

107. (Previously presented) A computer readable medium having stored thereon computer executable instructions for performing a method for contacting a customer, the method comprising:

providing an integrated system for hybridized interaction with a contact, the interaction being selectable between human and computer delivery;

initiating a call to a contact;

executing an interaction protocol to create an interaction with the contact; and

interleaving responses to the contact from a human agent and predetermined answers selected by the agent from a script tree.

108. (Previously presented) The computer readable medium of claim 107, wherein the predetermined answers further comprise recorded data effective to control a computer for generating a human-sounding voice waveform.

109. (Previously presented) The computer readable medium of claim 107, wherein the predetermined answers are selected from computer-generated wave files, audio recordings, and synthesized voice.

110. (Previously presented) The computer readable medium of claim 107, wherein at least one predetermined answer comprises a voice response recorded by a voice actor.

111. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises selecting a contact type.

112. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises validating sales information.

113. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises updating a customer file.

114. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises maintaining a history of recorded scripts played.

115. (Previously presented) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises deciding on intervention.

116. (Previously presented) The computer readable medium of claim 115, wherein deciding on intervention further comprises selecting between options including at least a live-voice response and a recorded response.